Help us to achieve our digital ambitions

We are looking for clever and creative, passionate and energetic people with different skills, backgrounds, and experiences.

We want to hear from you if you:
• are ready for a new challenge that brings growth and opportunity
• want to really make a difference to the national mission of our world-leading University, its students and staff
• have experience working in large-scale digital transformations
• embrace collaboration and understand the importance of fostering a positive and inclusive team culture
• appreciate working in an environment embracing contemporary ways of working
• are hands on and adaptive to working across various initiatives and projects, understanding there are times you will need to work outside of your immediate scope to get things done for the benefit of the team
• feel comfortable working in situations that can sometimes bring a level of ambiguity and uncertainty.

Our plan for a better digital future

Our Digital Master Plan will see the University embark on the biggest digital transformation in our history.

It will be a transformation that matches our mission to be among the great universities of the world and driven by a culture of excellence in everything we do. Our digital future will transform the experience of ANU for our students, researchers, academics, professional staff and the wider community.

We are seeking great people to be a part of this history making journey.

The first two strategic programs to launch under the Digital Master Plan are Student First Program and the Digital Infrastructure and Cloud Enablement (DICE) Program. Our Student First Program is focused on improving the end-to-end student experience, from application to graduation. The DICE program is focussed on stabilising and improving a range of core digital foundations. Multiple projects will sit underneath these two programs with a further three digital programs of work expected to be approved in 2022.

The principles to delivering these programs will include, but not limited to:
• human centred design - co-design processes that include both staff and student voices
• agile ways of working
• embedding digital capability into the way we work
• end to end service delivery view
• secure, accessible & inclusive by design
• treating data as a core asset
• cloud right approach to delivering and sourcing.
Working at the Australian National University

ANU is home to some of the most remarkable people from across the world: visionaries, influential leaders, researchers and advocates creating impact and change nationally, regionally and globally.

ANU attracts exceptional staff and students and, through education and enrichment programs, helps them to achieve ambitious goals, and pursue brilliant careers.

The Australian National University (ANU) was established by an Act of the Federal Parliament in 1946. Its founding mission was to be of enduring significance in the post-war life of the nation, to support the development of national unity and identity, to improve Australia’s understanding of itself and its neighbours, and to contribute to economic development and social cohesion.

In the seven decades since, the University has cemented its unique national position and standing as one of the world’s finest institutions, confirming the mandate and the faith of its founders.

Ranked in the top 30 universities globally, the first Australian university to be recognised in this elite tier, ANU continues to be an academic resource for the whole of Australia.

Working at ANU, our staff enjoy some amazing employee benefits including:

- highly flexible working arrangements and locations
- competitive salary and generous 17 percent superannuation
- generous leave entitlements including long service leave
- excellent support for skills development
- family friendly working environment including generous paid parental leave, good work/life balance and an inclusive and supportive culture.

It is an exciting time at the ANU, and a great time to join us!
Position Description

College/Division: Information Technology Services
Faculty/School/Centre: Project Delivery and Engagement
Department/Unit:
Position Title: Business Change Manager
Classification: Senior Manager 1
Position No:
Responsible to: Associate Director, Project Delivery and Engagement
Number of positions that report to this role: Nil
Delegation(s) Assigned: Nil

PURPOSE STATEMENT

Information Technology Services (ITS) delivers digital solutions that enable the Australian National University to achieve its strategic goals: a student experience equal to the world’s best, and research that transforms society and creates national capability.

ITS has responsibility for the University’s digital ecosystem, and is leading the delivery of the Digital Master Plan, a 10 year strategic roadmap for the transformation of the University’s digital capability. ITS works in partnership with Colleges and Service Divisions in order to provide an engaging, seamless and safe digital experience that enables our students and staff to excel.

The Project Delivery & Engagement (PD&E) area within the ITS Division works collaboratively with stakeholders across the University in the delivery of strategically aligned change for business processes and digital solutions. We do this with guidance from our target cultural objectives of: take an outside-in view; think team; own it; make it simple; act with empathy.

The Business Change Manager provides high-level professional support and advice on business change management for projects and will focus on the people side of the change ensuring processes, systems, job roles and organisation structures are adapted to align with the impending change.

KEY ACCOUNTABILITY AREAS

Position Dimension & Relationships

Reporting to the Associate Director, Project Delivery and Engagement, and working in partnership with Project Managers, the Business Change Manager operates with a considerable degree of autonomy to establish a best practice change management framework and appropriate governance and controls for a project.

The Business Change Manager will liaise with internal and external stakeholders, including senior leaders, business champions, staff and students, to develop and enact robust change management plans. They will work alongside senior leaders and business representatives within the University and the project team to gain commitment of staff and other stakeholders to embrace, adopt and effectively use the new processes and systems.

Role Statement

Under broad direction, the Business Change Manager will:

1. Design, implement and support a best practice business change management strategy to support the successful delivery of change initiatives.
2. Effectively lead the change management aspects of project delivery to successfully deliver a comprehensive change management approach.
3. Engage with stakeholders through a range of forums to understand and manage the impact of change on the business operations associated with projects, and prepare staff for the transition to new ways of working.
4. Provide implementation advice to project team members, business stakeholders and senior executives on change rollout issues.
5. Provide regular and meaningful reports to stakeholders on the delivery of change management plans within the project.
6. Lead the delivery of training including customisation of vendor training packages to suit the needs of the intended audiences, and the development and delivery of training materials for business areas and ANU Colleges impacted by the change.
7. Conduct stakeholder analysis and profiling and data analysis to identify and respond proactively to arising issues in order to minimise adverse impacts.
8. Contribute to the continuous improvement of Business Change Management within the University including establishing processes to minimise complexity and improve business change outcomes and making recommendations on systems and frameworks.
9. Support the post implementation and review process associated with the change.
10. Comply with all ANU policies and procedures and in particular those relating to work, health and safety and equal opportunity.
11. Other duties as required, consistent with the classification of the position and in accordance with the principle of multiskilling.

SELECTION CRITERIA:

1. Relevant postgraduate qualifications with proven experience in business change within a large and complex organisation OR an equivalent combination of experience and education/training in a business change management environment.
2. Demonstrated experience providing strategic advice on complex change matters and initiatives to support a range of senior management and stakeholders and improve organisational outcomes.
3. Proven project and change management experience including planning, coordinating and implementing projects through to completion, with ability to utilise diverse methodologies as appropriate to the circumstance.
4. Demonstrated ability to exercise initiative, to think strategically and creatively and adopt an active approach to problem solving; high-level analytical and decision-making skills, including experience analysing complex data and preparing and delivering plans associated with business change management and projects.
5. Demonstrated high-level written and verbal communication; high level interpersonal and influencing skills including the ability to lead, motivate, mentor, coach, collaborate, consult, and negotiate, when working with a range of senior stakeholders.
6. Demonstrated understanding of equal opportunity principles and policies and commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

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<th>Supervisor/Delegate Signature:</th>
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<tr>
<td>Printed Name:</td>
<td>Uni ID:</td>
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References:
- General Staff Classification Descriptors
- Academic Minimum Standards

For assistance please contact HR Division Ph. 6125 3346
Pre-Employment Work Environment Report

Position Details

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<th>College/Div/Centre</th>
<th>Information Technology Services</th>
<th>Dept/School/Section</th>
<th>Project Delivery and Engagement</th>
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In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.

- Once an applicant has been selected for the position consideration should be given to their inclusion on the University’s Health Surveillance Program where appropriate – see http://info.anu.edu.au/hr/OHS/Health_Surveillance_Program/index.asp Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp


Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties.

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<th>TASK</th>
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<td>cytotoxics</td>
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<td>laboratory animals or insects</td>
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<td>mutagens/teratogens/ carcinogens</td>
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<td>clinical specimens, including blood</td>
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<td>pesticides / herbicides</td>
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<td>genetically-manipulated specimens</td>
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<td>immunisations</td>
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Supervisor’s Signature: Print Name: Date: